



GVNW CONSULTING, INC.

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KERRVILLE, TX 78028
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October 18, 2013

REDACTED – FOR PUBLIC INSPECTION

VIA FedEx and ECFS

Marlene H. Dortch, Secretary
Federal Communication Commission
Office of the Secretary
445 12th Street, SW
Washington, DC 20554

Re: Confidential Financial Information Subject to Protective Order in WC Docket Nos. 10-90, 07-135, 05-337, 03-109, CC Docket Nos. 01-92, 96-45, GN Docket No. 09-51, WT Docket No. 10-208. Before the Federal Communications Commission.
Form 481 – Carrier Annual Reporting Data Collection, 2013

Dear Ms. Dortch:

On behalf of Southwest Texas Telephone Company ("Southwest Texas"), GVNW Consulting, Inc. hereby submits the attached redacted and confidential versions of its "FCC Form 481 – Carrier Annual Reporting Data Collection" information pursuant to sections 54.313 and 54.422 of the Commission's rules, as filed with the Universal Service Administrative Company. A copy is also being submitted to the Public Utility Commission of Texas.

Southwest Texas requests confidential treatment under the Protective Order adopted in this proceeding for the section 54.313(f)(2) financial information included in this report on the grounds that it is competitively sensitive information that is secure from public access and this information should not be released publicly for inspection as it could be used to disadvantage or harm Southwest Texas.

In accordance with the Protective Order, two redacted copies marked "REDACTED – FOR PUBLIC INSPECTION" and one non redacted confidential version marked "CONFIDENTIAL – NOT FOR PUBLIC INSPECTION" are being filed with the Commission. A redacted copy has also been filed via the Electronic Comment Filing System.

If you have any questions, please contact me at sgatto@gvnw.com or 830-895-7226.

Sincerely,

A handwritten signature in black ink, appearing to read "Stephen Gatto", is written over a horizontal line.

Stephen Gatto
Consultant
GVNW Consulting, Inc.

Enclosures

Cc: Mr. Charles Tyler, FCC Telecommunications Access Policy Division (two copies, confidential)

FCC Form 481 - Carrier Annual Reporting Data Collection Form		FCC Form 481 OMB CONTROL NO. 0515-0045/OMB CONTROL NO. 0515-0045 July 2011
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<010> Study Area Code	442135
<015> Study Area Name	SOUTHWEST TEXAS TEL
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Gary Gilmer
<035> Contact Telephone Number: Number of the person identified in data line <030>	830-683-1924
<039> Contact Email Address: Email of the person identified in data line <030>	gary@swtexas.com

ANNUAL REPORTING FOR ALL CARRIERS		59313 (Completion Required)	59322 (Completion Required)
<100> Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200> Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> ← check box if no outages to report			
<300> Unfulfilled Service Requests (voice)	<input type="text" value="0"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice)	(attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<330> Detail on Attempts (broadband)	(attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed	<input type="text" value="0.0"/>		
<420> Mobile			
<430> Number of Complaints per 1,000 customers (broadband)		<input type="checkbox"/>	<input checked="" type="checkbox"/>
<440> Fixed			
<450> Mobile			
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> 442135tx510	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> 442135tx610	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<710> Company Price Offerings (broadband)	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<800> Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/>	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability	(check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1010> <input type="radio"/> <input checked="" type="radio"/>	(attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/>	(if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>	(complete attached worksheet)	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

(100) Service Quality Improvement Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	442135
<015>	Study Area Name	SOUTHWEST TEXAS TEL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Gary Gilmer
<035>	Contact Telephone Number - Number of person identified in data line <030>	830-683-1924
<039>	Contact Email Address - Email Address of person identified in data line <030>	gary@swtexas.com

<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5	
<111>	year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113>** Maps detailing progress towards meeting plan targets
- <114>** Report how much universal service (USF) support was received
- <115>** How (USF) was used to improve service quality
- <116>** How (USF) was used to improve service coverage
- <117>** How (USF) was used to improve service capacity
- <118>** Provide an explanation of network improvement targets not met in the prior calendar year.

(200) Service Outage Reporting (Voice)
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	442135
<015>	Study Area Name	SOOTHWEST TEXAS TEL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Gary Gilmer
<035>	Contact Telephone Number - Number of person identified in data line	830-683-1924
<039>	Contact Email Address - Email Address of person identified in data line	gary@swtexas.com

[illegible]

(700) Price Offerings including Voice Rate Data
Data Collection Form

<010>	Study Area Code	442135
<015>	Study Area Name	SOUTHWEST TEXAS FIELD
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Gary Gilmer
<035>	Contact Telephone Number - Number of person identified in data line <030>	830-683-1924
<039>	Contact Email Address - Email Address of person identified in data line <030>	gary@swtexas.com

1/1/2013

	Residential Local Service Charge Effective Date	Single State-wide Residential Local Service Charge
<701>		
<702>		

[illegible]

<010>	Study Area Code	442135
<015>	Study Area Name	SOUTHWEST TEXAS TEL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Gary Gilmer
<035>	Contact Telephone Number - Number of person identified in data line <030>	830-683-1924
<039>	Contact Email Address - Email Address of person identified in data line <030>	gary@swtexas.com

10/08/2013

(800) Operating Companies
Data Collection Form
FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	442135
<015>	Study Area Name	SOUTHWEST TEXAS TEL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Gary Gilmer
<035>	Contact Telephone Number - Number of person identified in data line <030>	830-683-1924
<039>	Contact Email Address - Email Address of person identified in data line <030>	gary@swtexas.com

<810>	Reporting Carrier	Southwest Texas Telephone Company
<811>	Holding Company	Southwest Texas Telcom, Inc.
<812>	Operating Company	Southwest Texas Telephone Company

[illegible]

**(900) Tribal Lands Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	442135
<015>	Study Area Name	SOUTHWEST TEXAS TEL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Gary Gilmer
<035>	Contact Telephone Number - Number of person identified in data line <030>	830-683-1924
<039>	Contact Email Address - Email Address of person identified in data line <030>	gary@swtexas.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	442135
<015>	Study Area Name	SOUTHWEST TEXAS TEL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Gary Gilmer
<035>	Contact Telephone Number - Number of person identified in data line <030>	830-683-1924
<039>	Contact Email Address - Email Address of person identified in data line <030>	gary@swtexas.com

Please check this box to confirm no terrestrial backhaul
<1120> options exist within the supported area pursuant to § 54.313(G)

☐

Please check this box to confirm the reporting carrier offers
<1130> broadband service of at least 1 Mbps downstream and 256 kbps
upstream within the supported area pursuant to § 54.313(G)

☐

(1200) Terms and Condition for Lifeline Customers

Lifeline

Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	442135
<015>	Study Area Name	SOUTHWEST TEXAS TEL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Gary Gilmer
<035>	Contact Telephone Number - Number of person identified in data line <030>	830-683-1924
<039>	Contact Email Address - Email Address of person identified in data line <030>	gary@swtexas.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

442135tx1210

Name of attached document (.pdf)

<1220> Link to Public Website

HTTP

"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒

<1222> Details on the number of minutes provided as part of the plan, ☐

<1223> Additional charges for toll calls, and rates for each such plan. ☐

(2000) Price Cap Carrier Additional Documentation

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	442135
<015>	Study Area Name	SOUTHWEST TEXAS TEL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Gary Gilmer
<035>	Contact Telephone Number - Number of person identified in data line <030>	830-683-1924
<039>	Contact Email Address - Email Address of person identified in data line <030>	gary@swtexas.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2010> 2nd Year Certification {47 CFR § 54.313(b)(1)}
 <2011> 3rd Year Certification {47 CFR § 54.313(b)(2)}

Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}

<2012> 2013 Frozen Support Certification
 <2013> 2014 Frozen Support Certification
 <2014> 2015 Frozen Support Certification
 <2015> 2016 and future Frozen Support Certification

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification Support Used to Build Broadband

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Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017> 3rd year Broadband Service Certification
 <2018> 5th year Broadband Service Certification
 <2019> Interim Progress Certification
 <2020> Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

<2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

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(3000) Rate of Return Carrier Additional Documentation
Data Collection Form
FCC Form 461
OMB Control No. 3050-0986/OMB Control No. 3050-0819
July 2013

<010>	Study Area Code	442135
<015>	Study Area Name	SOUTHWEST TEXAS TEL
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Gary Gilmer
<035>	Contact Telephone Number - Number of person identified in data line <030>	830-683-1924
<039>	Contact Email Address - Email Address of person identified in data line <030>	gary@swtexas.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan

Milestone Certification {47 CFR § 54.313(f)(1)(i)}		Name of Attached Document Listing Required Information	
(3010)	Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>	
(3011)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(iii)}		
(3012)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	<input checked="" type="checkbox"/>	(Yes/No)
(3013)	If yes, does your company file the RUS annual report	<input checked="" type="checkbox"/>	(Yes/No)
(3014)	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:		
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	<input checked="" type="checkbox"/>	
(3016)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows	<input checked="" type="checkbox"/>	
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation		442135xx3017
(3018)	If the response is no on line 3014, is your company audited?	<input type="checkbox"/>	(Yes/No)
	If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:		
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications	<input type="checkbox"/>	
(3020)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>	
(3021)	Management letter issued by the independent certified public accountant that performed the company's financial audit.	<input type="checkbox"/>	
	If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:		
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications	<input type="checkbox"/>	
(3023)	Borrowers,	<input type="checkbox"/>	
(3024)	Underlying information subjected to a review by an independent certified public accountant	<input type="checkbox"/>	
(3025)	Underlying information subjected to an officer certification.	<input type="checkbox"/>	
(3026)	PDF of Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>	
(3027)	Attach the worksheet listing required information		

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3054-0985/OMB Control No. 3054-0985 July 2013
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<010> Study Area Code	442135
<015> Study Area Name	SOUTHWEST TEXAS TEL
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Gary Gilmer
<035> Contact Telephone Number - Number of person identified in data line <030>	830-683-1924
<039> Contact Email Address - Email Address of person identified in data line <030>	gary@avtexas.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0386/OMB Control No. 3060-0319 July 2013
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<010> Study Area Code	442135
<015> Study Area Name	SOUTHWEST TEXAS TEL
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Gary Gilmex
<035> Contact Telephone Number - Number of person identified in data line <030>	830-683-1924
<039> Contact Email Address - Email Address of person identified in data line <030>	gary@awtexas.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) <u>Stephen Gatto</u> is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	Stephen Gatto
Name of Reporting Carrier:	SOUTHWEST TEXAS TEL
Signature of Authorized Officer:	CERTIFIED ONLINE Date: 10/08/2013
Printed name of Authorized Officer:	Gary Gilmex
Title or position of Authorized Officer:	President
Telephone number of Authorized Officer:	830-683-2111
Study Area Code of Reporting Carrier:	442135 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	SOUTHWEST TEXAS TEL
Name of Authorized Agent or Employee of Agent:	Steve Gatto
Signature of Authorized Agent or Employee of Agent:	CERTIFIED ONLINE Date: 10/08/2013
Printed name of Authorized Agent or Employee of Agent:	Steve Gatto
Title or position of Authorized Agent or Employee of Agent:	Consultant
Telephone number of Authorized Agent or Employee of Agent:	830-895-7226
Study Area Code of Reporting Carrier:	442135 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

SOUTHWEST TEXAS TELEPHONE COMPANY – SAC 442135

FCC Form - Program Year 2014

Line 510

**COMPLIANCE WITH SERVICE QUALITY STANDARDS AND CONSUMER PROTECTION
RULES - §54.313(a)(5)**

Southwest Texas Telephone Company ("Southwest Texas" or "the Company") complies with all applicable service quality standards and consumer protection rules as required by the Public Utility Commission of Texas ("PUC") and the Federal Communications Commission ("FCC").

The rates, terms and conditions under which the Company operates are identified in its Local Exchange Tariff, which is approved by the PUC. The Company's tariff contains provisions regarding its customer service and protection practices, including resolving customer disputes, applying for, refusing, disconnection and cancellation of service. Rates and terms of service are disclosed to customers upon application for service as part of a packet of information for new customers.

Service quality standards are established by the PUC and Southwest Texas consistently meets or exceeds those requirements. The Company provides quarterly reports to the Texas PUC pursuant to the commission's rules.

The protection of its customers' privacy and information is a constant part of Southwest Texas' quality of service. The Company has a policy and operating procedures that comply with the FCC's Customer Proprietary Network Information ("CPNI") rules (47 C.F.R 64.2001 – 64.2011). Certification of Southwest Texas' compliance with the FCC's CPNI rules is filed with the FCC annually.

SOUTHWEST TEXAS TELEPHONE COMPANY – SAC 442135

FCC Form 481 - Program Year 2014

Line 610

ABILITY TO FUNCTION IN EMERGENCY SITUATIONS - §54.313(a)(6)

Southwest Texas Telephone Company ("Southwest Texas" or "the Company") is capable of functioning in emergency situations. Southwest Texas has a reasonable amount of back-up power to ensure functionality without a commercial external power source. The Company has permanently installed standby power generators at its exchange switching offices and remote switching locations have a minimum of eight (8) hours of backup battery capacity. These remote sites are also equipped to accept portable emergency power if necessary. The Company's network is capable of managing traffic spikes resulting from emergency conditions.

SOUTHWEST TEXAS
TELEPHONE COMPANY
GENERAL EXCHANGE TARIFF

Section 6
REVISED SHEET NO. 11
REVISION 2

LOCAL RATE SCHEDULE

V. LIFELINE SERVICE

A. General

1. Lifeline Service is a retail local service offering sponsored by the FCC and available to qualifying low-income consumers.
2. Consumers qualifying for Lifeline Service are offered the services or functionalities enumerated in 47 Code of Federal Regulations §54.101(a)(1)-(8) (relating to Supported Services for Rural, Insular and High Cost Areas).
3. The Company shall offer toll restriction at no charge to all qualifying low-income consumers at the time such consumers subscribe to Lifeline Service. If the consumer elects to receive toll restriction, that service shall become part of the consumer's Lifeline Service.
4. A customer otherwise eligible to receive the Lifeline Service shall not be prohibited from obtaining and using telecommunication equipment and services designed to aid such customer in utilizing qualifying telecommunication services.
5. Lifeline Service rate reductions do not apply to long distance service, 976 and other information provider services, or any other optional services or functionalities (i.e., custom calling features, construction, etc.) which may or may not be tariffed. Customers may obtain such services including bundled service, where available, at their discretion, although the Lifeline Service reduction only applies to basic service charges in the bundled service.
6. The Company will waive number portability charges, subject to the tariff, for the Lifeline customer.

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FOR COMMISSION USE ONLY

Issued:
Effective: Upon Approval
By: Gary Gilmer

LOCAL RATE SCHEDULE

V. LIFELINE SERVICE (Continued)

A. General (Continued)

6. The Lifeline Service rate reductions do not apply to service connection charges. (T) (D)

|
|
(T) (D)

7. Lifeline Service will not be available on a retroactive basis except at the direction of the Low Income Discount Administrator (LIDA) or the Commission.

8. DELETED

(T) (D)
|
|
(T) (D)

B. Eligibility Requirements

1. The discounted service will be provided for one (1) residential telephone line per household, at the subscriber's principal place of residence.

2. The applicant must have only one local exchange access line to the residential premises or dwelling place.

3. The applicant must certify that their annual household income is at or below 150% of the federal poverty guidelines, is an eligible resident of Tribal lands, or participates in, or has a person or child who resides in the customer household who participates in a program identified in Chapter 47 of the Code of Federal Regulations §54.409 and in P.U.C. Substantive Rule 26.412 regarding consumer qualification for Lifeline. (T)

|
(T)

(D)

|
(D)

FOR COMMISSION USE ONLY

Issued:
Effective: Upon Approval
By: Gary Gilmer

LOCAL RATE SCHEDULE

V. LIFELINE SERVICE (Continued)

B. Eligibility Requirements (Continued)

4. The discontinuance of the Tel-Assistance program effective September 1, 2001 allows the Company to move Tel-Assistance customers to Lifeline Service. (T) (D)
- (T) (D)

5. Procedures for Establishing Eligibility

- (a) Consumers within the Company's service area identified as eligible for Lifeline Service by the Low-Income Discount Administrator (LIDA) through the automatic enrollment process under Commission Substantive Rule 26.412, shall be provided Lifeline Service discounts unless the Company receives a customer request to be excluded from such discounts. (T) (D)
- (T) (D)

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LOCAL RATE SCHEDULE

IV. LIFELINE SERVICE (Continued)

B. Eligibility Requirements (Continued)

5. Procedures for Establishing Lifeline Discounts
(Continued)

(b) LIDA shall provide the Company with a monthly list of consumers eligible for Lifeline Service.

(c) The Company shall provide Lifeline Service to all eligible consumers identified by LIDA within its service area if the consumer is a customer of the Company. Within 30 days after receipt of the list, the Company shall begin reduced billing for those eligible low-income consumers.

(d) If the eligible consumer changes the telephone service to qualifying services or initiates new qualifying service, the Company shall begin reduced billing at the time the change of service becomes effective or at the time the new service is established. No service charges apply to convert a consumer's account to Lifeline Service.

(e) The Company will discontinue Lifeline Service discounts upon notice by LIDA that a customer is no longer eligible for Lifeline.

(f) The Company has provided a confidentiality agreement to LIDA specifying the use of confidential client information is solely for providing Lifeline Service.

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LOCAL RATE SCHEDULE

IV. LIFELINE SERVICE (Continued)

C. Deposits

2. The deposit requirements will be waived for Lifeline Service applicants who voluntarily elect to subscribe to Toll Restriction Service.

D. Lifeline Service Discounts

1. Eligible consumers who subscribe to Lifeline Service will receive the following discounts:

- (a) Federal Lifeline support amount. The Company (T D) shall grant qualifying low-income consumers support of \$9.25 per month or equal to the support amount as directed by the Federal Communications Commission in Chapter 47 of the Code of Federal Regulations regarding Lifeline support.
- (b) DELETED
- (c) State reduction. The Company shall grant qualifying low-income consumers the state-approved reduction of up to \$3.50 in the monthly amount of intrastate charges due.

(T) D)

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LOCAL RATE SCHEDULE

V. LIFELINE SERVICE (Continued)

E. Service Charges

1. Service charges do not apply when eligible customers with existing residential service convert to Lifeline Service.
2. Service charges apply when:
 - (a) At the time Lifeline Service billing is initiated, where existing eligible residential local exchange access service customers request additional features, such as special or custom calling features.
 - (b) A customer receiving Lifeline Service voluntarily elects to convert to telephone service arrangements, which preclude Lifeline Service eligibility.
 - (b) New residential applicants (those without existing local exchange access service) eligible for the Lifeline Program will be subject to applicable service charges.
3. Any subsequent moves or changes after the initial connection to Lifeline Service will be subject to applicable service charges.

(D)

(D)

F. Payments and Disconnection of Service

1. The Company may not disconnect Lifeline Service for nonpayment of toll charges.
2. A Lifeline customer is required to adhere to the same bill payment policies applicable to all of the Company's customers.

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According to the Paperwork Reduction Act of 1995, an agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0572-0031. The time required to complete this information collection is estimated to average 4 hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information.

USDA-RUS OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS		<i>This data will be used by RUS to review your financial situation. Your response is required by 7 U.S.C. 901 et seq. and, subject to federal laws and regulations regarding confidential information, will be treated as confidential.</i> BORROWER NAME Southwest Texas Telephone Company (Prepared with Audited Data)	
INSTRUCTIONS -Submit report to RUS within 30 days after close of the period. For detailed instructions, see RUS Bulletin 1744-2. Report in whole dollars only.		PERIOD ENDING December, 2012	BORROWER DESIGNATION TX0558
CERTIFICATION We hereby certify that the entries in this report are in accordance with the accounts and other records of the system and reflect the status of the system to the best of our knowledge and belief. ALL INSURANCE REQUIRED BY 7 CFR PART 1788, CHAPTER XVII, RUS, WAS IN FORCE DURING THE REPORTING PERIOD AND RENEWALS HAVE BEEN OBTAINED FOR ALL POLICIES. DURING THE PERIOD COVERED BY THIS REPORT PURSUANT TO PART 1788 OF 7CFR CHAPTER XVII (Check one of the following)			
<input checked="" type="checkbox"/> All of the obligations under the RUS loan documents have been fulfilled in all material respects.			
<input type="checkbox"/> There has been a default in the fulfillment of the obligations under the RUS loan documents. Set default(s) (a) (a) are specifically described in the Telecom Operating Report			
Gary Gilmer		3/27/2013 DATE	
PART A. BALANCE SHEET			
ASSETS	BALANCE PRIOR YEAR	BALANCE END OF PERIOD	LIABILITIES AND STOCKHOLDERS' EQUITY
CURRENT ASSETS			CURRENT LIABILITIES
1. Cash and Equivalents			25. Accounts Payable
2. Cash-RUS Construction Fund			26. Notes Payable
3. Affiliates:			27. Advances Billings and Payments
a. Telecom, Accounts Receivable			28. Customer Deposits
b. Other Accounts Receivable			29. Current Mat. L/T Debt
c. Notes Receivable			30. Current Mat. L/T Debt-Rur. Dev.
4. Non-Affiliates:			31. Current Mat. Capital Leases
a. Telecom, Accounts Receivable			32. Income Taxes Accrued
b. Other Accounts Receivable			33. Other Taxes Accrued
c. Notes Receivable			34. Other Current Liabilities
5. Interest and Dividends Receivable			35. Total Current Liabilities (25 thru 34)
6. Material-Regulated			LONG-TERM DEBT
7. Material-Nonregulated			36. Funded Debt-RUS Notes
8. Prepayments			37. Funded Debt-RTB Notes
9. Other Current Assets			38. Funded Debt-FFB Notes
10. Total Current Assets (1 Thru 9)			39. Funded Debt-Other
NONCURRENT ASSETS			40. Funded Debt-Rural Develop. Loan
11. Investment in Affiliated Companies			41. Premium (Discount) on L/T Debt
a. Rural Development			42. Recaptured Debt
b. Nonrural Development			43. Obligations Under Capital Lease
12. Other Investments			44. Adv. From Affiliated Companies
a. Rural Development			45. Other Long-Term Debt
b. Nonrural Development			46. Total Long-Term Debt (36 thru 45)
13. Nonregulated Investments			OTHER LIAB. & DEF. CREDITS
14. Other Noncurrent Assets			47. Other Long-Term Liabilities
15. Deferred Charges			48. Other Deferred Credits
16. Jurisdictional Differences			49. Other Jurisdictional Differences
17. Total Noncurrent Assets (11 thru 16)			50. Total Other Liabilities and Deferred Credits (47 thru 49)
PLANT, PROPERTY, AND EQUIPMENT			EQUITY
18. Telecom, Plant-in-Service			51. Cap. Stock Outstanding & Subscribed
19. Property Held for Future Use			52. Additional Paid-in-Capital
20. Plant Under Construction			53. Treasury Stock
21. Plant Adj., Nonop. Plant & Goodwill			54. Membership and Cap. Certificates
22. Less Accumulated Depreciation			55. Other Capital
23. Net Plant (18 thru 21 less 22)			56. Patronage Capital Credits
24. TOTAL ASSETS (10+17+23)			57. Retained Earnings or Margins
			58. Total Equity (51 thru 57)
			59. TOTAL LIABILITIES AND EQUITY (35+46+50+58)

Total Equity = % of Total Assets

USDA-RUS OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS		BORROWER DESIGNATION TX0558	
INSTRUCTIONS- See RUS Bulletin 1744-2		PERIOD ENDING December, 2012	
PART B. STATEMENTS OF INCOME AND RETAINED EARNINGS OR MARGINS			
ITEM	PRIOR YEAR	THIS YEAR	
1. Local Network Services Revenues			
2. Network Access Services Revenues			
3. Long Distance Network Services Revenues			
4. Carrier Billing and Collection Revenues			
5. Miscellaneous Revenues			
6. Uncollectible Revenues			
7. Net Operating Revenues (1 thru 6 less 6)			
8. Plant Specific Operations Expense			
9. Plant Nonspecific Operations Expense (Excluding Depreciation & Amortization)			
10. Depreciation Expense			
11. Amortization Expense			
12. Customer Operations Expense			
13. Corporate Operations Expense			
14. Total Operating Expenses (8 thru 13)			
15. Operating Income or Margins (7 less 14)			
16. Other Operating Income and Expenses			
17. State and Local Taxes			
18. Federal Income Taxes			
19. Other Taxes			
20. Total Operating Taxes (17+18+19)			
21. Net Operating Income or Margins (15+16-20)			
22. Interest on Funded Debt			
23. Interest Expense - Capital Leases			
24. Other Interest Expense			
25. Allowance for Funds Used During Construction			
26. Total Fixed Charges (22+23+24-25)			
27. Nonoperating Net Income			
28. Extraordinary Items			
29. Jurisdictional Differences			
30. Nonregulated Net Income			
31. Total Net Income or Margins (21+27+28+29+30-26)			
32. Total Taxes Based on Income			
33. Retained Earnings or Margins Beginning-of-Year			
34. Miscellaneous Credits Year-to-Date			
35. Dividends Declared (Common)			
36. Dividends Declared (Preferred)			
37. Other Debits Year-to-Date			
38. Transfers to Patronage Capital			
39. Retained Earnings or Margins End-of-Period [(31+33+34) - (35+36+37+38)]			
40. Patronage Capital Beginning-of-Year			
41. Transfers to Patronage Capital			
42. Patronage Capital Credits Retired			
43. Patronage Capital End-of-Year (40+41-42)			
44. Annual Debt Service Payments			
45. Cash Ratio [(14+20-10-11) / 7]			
46. Operating Accrual Ratio [(14+20+26) / 7]			
47. TIER [(31+26) / 26]			
48. DSCR [(31+26+10+11) / 44]			

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USDA-RUS OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS <i>INSTRUCTIONS - See RUS Bulletin 1744-2</i>						BORROWER DESIGNATION TX0658 PERIOD ENDED December, 2012	
Part C. SUBSCRIBER (ACCESS LINE), ROUTE MILE, & HIGH SPEED DATA INFORMATION							
EXCHANGE	1. RATES		2. SUBSCRIBERS (ACCESS LINES)			3. ROUTE MILES	
	B-1 (a)	R-1 (b)	BUSINESS (c)	RESIDENTIAL (d)	TOTAL (e)	TOTAL (including fiber) (f)	FIBER (g)
Barksdale	14.40	10.00					
D'Hanis	14.40	10.00					
Vinagarroon	14.40	10.00					
Camp Wood	14.40	10.00					
Rockspings	14.40	10.00					
Utopia	14.40	10.00					
MobileWireless							
Route Mileage							
Outside Exchange							
Area							
Total							
No. Exchanges	6						

<p align="center">USDA-RUS</p> <p align="center">OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</p> <p align="center"><i>INSTRUCTIONS - See RUS Bulletin 1744-2</i></p>						<p>BORROWER DESIGNATION TX0558</p> <p>PERIOD ENDED December, 2012</p>		
<p align="center">Part C. SUBSCRIBER (ACCESS LINE), ROUTE MILE, & HIGH SPEED DATA INFORMATION</p>								
<p align="center">4. BROADBAND SERVICE</p>								
<p align="center">Details on Least Expensive Broadband Service</p>								
EXCHANGE	No. Access Lines with BB available (a)	No Of Broadband Subscribers (b)	Number Of Subscribers (c)	Advertised Download Rate (Kbps) (d)	Advertised Upload Rate (Kbps) (e)	Price Per Month (f)	Standalone/Pkg (g)	Type Of Technology (h)
Barkedale				256	256	19.95	Package	DSL
D'Hanis				256	256	19.95	Package	DSL
Vinegarroon				256	256	19.95	Package	DSL
Camp Wood				256	256	19.95	Package	DSL
Rockspings				256	256	19.95	Package	DSL
Utopia				256	256	19.95	Package	DSL
Total								

USDA-RUS OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS			BORROWER DESIGNATION TX0888 PERIOD ENDING December, 2013										
INSTRUCTIONS- See RUS Bulletin 1744-2													
PART D. SYSTEM DATA													
1. No. Plant Employees	2. No. Other Employees	3. Square Miles Served	4. Access Lines per Square Mile	5. Subscribers per Route Mile									
10	13	3,342	1.16	.79									
PART E. TOLL DATA													
1. Study Area ID Code(s) a. 442135 b. _____ c. _____ d. _____ e. _____ f. _____ g. _____ h. _____ i. _____ j. _____		2. Types of Toll Settlements (Check one) <table style="width: 100%; border: none;"> <tr> <td style="width: 40%;">Interstate:</td> <td style="width: 20%;"><input type="checkbox"/> Average Schedule</td> <td style="width: 20%;"><input checked="" type="checkbox"/> Cost Basis</td> <td style="width: 20%;"></td> </tr> <tr> <td>Intrastate:</td> <td><input type="checkbox"/> Average Schedule</td> <td><input checked="" type="checkbox"/> Cost Basis</td> <td></td> </tr> </table>				Interstate:	<input type="checkbox"/> Average Schedule	<input checked="" type="checkbox"/> Cost Basis		Intrastate:	<input type="checkbox"/> Average Schedule	<input checked="" type="checkbox"/> Cost Basis	
Interstate:	<input type="checkbox"/> Average Schedule	<input checked="" type="checkbox"/> Cost Basis											
Intrastate:	<input type="checkbox"/> Average Schedule	<input checked="" type="checkbox"/> Cost Basis											
PART F. FUNDS INVESTED IN PLANT DURING YEAR													
1. RUS, RTB, & FFB Loan Funds Expended													
2. Other Long-Term Loan Funds Expended													
3. Funds Expended Under RUS Interim Approval													
4. Other Short-Term Loan Funds Expended													
5. General Funds Expended (Other than Interim)													
6. Salvaged Materials													
7. Contribution in Aid to Construction													
8. Gross Additions to Telecom. Plant (1 thru 7)													
PART G. INVESTMENTS IN AFFILIATED COMPANIES													
INVESTMENTS (a)	CURRENT YEAR DATA		CUMULATIVE DATA										
	Investment This Year (b)	Income/Loss This Year (c)	Cumulative Investment To Date (d)	Cumulative Income/Loss To Date (e)	Current Balance (f)								
1. Investment in Affiliated Companies - Rural Development													
2. Investment in Affiliated Companies - Nonrural Development													

USDA-RUS OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS		BORROWER DESIGNATION TX0558	
		PERIOD ENDING December, 2012	
PART H. CURRENT DEPRECIATION RATES			
Are corporation's depreciation rates approved by the regulatory authority with jurisdiction over the provision of telephone services? (Check one)		<input checked="checked" type="checkbox"/> YES <input type="checkbox"/> NO	
EQUIPMENT CATEGORY		DEPRECIATION RATE	
1. Land and support assets - Motor Vehicles			
2. Land and support assets - Aircraft			
3. Land and support assets - Special purpose vehicles			
4. Land and support assets - Garage and other work equipment			
5. Land and support assets - Buildings			
6. Land and support assets - Furniture and Office equipment			
7. Land and support assets - General purpose computers			
8. Central Office Switching - Digital			
9. Central Office Switching - Analog & Electro-mechanical			
10. Central Office Switching - Operator Systems			
11. Central Office Transmission - Radio Systems			
12. Central Office Transmission - Circuit equipment			
13. Information origination/termination - Station apparatus			
14. Information origination/termination - Customer premises wiring			
15. Information origination/termination - Large private branch exchanges			
16. Information origination/termination - Public telephone terminal equipment			
17. Information origination/termination - Other terminal equipment			
18. Cable and wire facilities - Poles			
19. Cable and wire facilities - Aerial cable - Metal			
20. Cable and wire facilities - Aerial cable - Fiber			
21. Cable and wire facilities - Underground cable - Metal			
22. Cable and wire facilities - Underground cable - Fiber			
23. Cable and wire facilities - Buried cable - Metal			
24. Cable and wire facilities - Buried cable - Fiber			
25. Cable and wire facilities - Conduit systems			
26. Cable and wire facilities - Other			

USDA-RUS OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS		BORROWER DESIGNATION TX0558
INSTRUCTIONS – See help in the online application.		PERIOD ENDED December, 2012
PART I – STATEMENT OF CASH FLOWS		
1. Beginning Cash (Cash and Equivalents plus RUS Construction Fund)		
CASH FLOWS FROM OPERATING ACTIVITIES		
2. Net Income		
<i>Adjustments to Reconcile Net Income to Net Cash Provided by Operating Activities</i>		
3. Add: Depreciation		
4. Add: Amortization		
5. Other (Explain) Increase in Other Taxes Accrued		
<i>Changes in Operating Assets and Liabilities</i>		
6. Decrease/(Increase) in Accounts Receivable		
7. Decrease/(Increase) in Materials and Inventory		
8. Decrease/(Increase) in Prepayments and Deferred Charges		
9. Decrease/(Increase) in Other Current Assets		
10. Increase/(Decrease) in Accounts Payable		
11. Increase/(Decrease) in Advance Billings & Payments		
12. Increase/(Decrease) in Other Current Liabilities		
13. Net Cash Provided/(Used) by Operations		
CASH FLOWS FROM FINANCING ACTIVITIES		
14. Decrease/(Increase) in Notes Receivable		
15. Increase/(Decrease) in Notes Payable		
16. Increase/(Decrease) in Customer Deposits		
17. Net Increase/(Decrease) in Long Term Debt (Including Current Maturities)		
18. Increase/(Decrease) in Other Liabilities & Deferred Credits		
19. Increase/(Decrease) in Capital Stock, Paid-in Capital, Membership and Capital Certificates & Other Capital		
20. Less: Payment of Dividends		
21. Less: Patronage Capital Credits Retired		
22. Other (Explain) Distributions to Shareholders		
23. Net Cash Provided/(Used) by Financing Activities		
CASH FLOWS FROM INVESTING ACTIVITIES		
24. Net Capital Expenditures (Property, Plant & Equipment)		
25. Other Long-Term Investments		
26. Other Noncurrent Assets & Jurisdictional Differences		
27. Other (Explain) Plant Removal Costs, Salvage, Retirement of Plant		
28. Net Cash Provided/(Used) by Investing Activities		
29. Net Increase/(Decrease) in Cash		
30. Ending Cash		

<p>USDA-RUS</p> <p>OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</p>	<p>BORROWER DESIGNATION</p> <p>TX0558</p>
<p>INSTRUCTIONS - See RUS Bulletin 1744-2</p>	<p>PERIOD ENDED</p> <p>December, 2012</p>
<p>NOTES TO THE OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS</p>	
<p>Part I - Adjustment in operating cash for decrease in Other Taxes Accrued (\$1610) is included as it was not included by automatic calculation on line 12.</p> <p>Part I - Distributions are made to shareholders as the corporation is an S Corp for federal tax purposes. Shareholders must report income and pay federal income taxes.</p> <p>Part I - Line 27 reflects amount for retirements (-\$3,180,083), plant removal costs (-\$2408), and salvage (\$28,244). Company uses group depreciation and these items are netted by automatic calculation in line 24.</p>	

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USDA-RUS	BORROWER DESIGNATION
OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS	TX0558
INSTRUCTIONS - See RUS Bulletin 1744-2	PERIOD ENDED December, 2012
CERTIFICATION LOAN DEFAULT NOTES TO THE OPERATING REPORT FOR TELECOMMUNICATIONS BORROWERS	